

Strategic Plan FY 2002-2004
Activity Purpose and Measures:

Program		Management Services	
Activity		Personnel	
Activity Purpose Statement		The purpose of the Personnel activity is to provide human resources services to department management so they can hire, manage, and retain a qualified and diverse workforce.	
Services that Comprise the Activity		Candidate selection recommendations Recruitment events Job postings Job analyses Personnel policy interpretations Personnel policy recommendations Personnel policy and procedure updates Employee complaint investigation reports Employee relations management consultations Grievance hearings Employee interviews Benefit plans Employee inquiry responses Organization development facilitations	
Activity Performance Measures (Measure & Target)		<u>Results:</u> Vacancy rate of not more than % Employee turnover rate no higher than %	<u>Demand:</u> # of anticipated personnel actions
		<u>Output(s):</u> # of employee complaint investigation reports completed	<u>Efficiency:</u> Total personnel costs per FTE
Responsible Employee(s)		Ingrid Jackson	

